



June 28, 2002

DOCKET NO. 98-67

RECEIVED

JUN 28 2002

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

VIA COURIER

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, TW-A325  
Washington, DC 20554

**Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CC Docket No. 98-67; SBC TRS Complaint Logs for the Reporting Period June 1, 2001 through May 31, 2002**

Dear Ms. Dortch:

Pursuant to Section 64.604 (c)(1), SBC encloses for filing the following Complaint Logs prepared by the respective SBC relay providers:

- 1) an original and four copies of SBC's Arkansas Relay Service TRS Complaint Log (Attachment 1); and
- 2) an original and four copies of SBC's Kansas Relay Center TRS Complaint Log (Attachment 2); and
- 3) an original and four copies of SBC's Michigan's Relay Center TRS Complaint Log (Attachment 3).

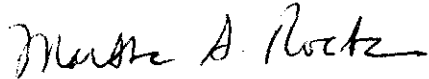
We have enclosed as instructed by the FCC's Public Notice dated May 31, 2002, with respect to TRS complaint logs one disk containing a copy of each of the above-referenced complaint logs.

We have enclosed one additional copy of this letter that we would appreciate having file-stamped.

No. of Copies rec'd 074  
List ABOVE

If you have any questions, please call me.

Sincerely,

A handwritten signature in black ink, appearing to read "Martha S. Rocha". The signature is fluid and cursive, with the first name "Martha" being more prominent than the last name "Rocha".

Martha S. Rocha  
SBC Telecommunications, Inc.  
Associate Director – Federal Regulatory

cc: Ms. Erica Myers (paper copy & 1 disk)  
Federal Communications Commission  
Disabilities Rights Office  
Vistronix, Inc.  
Jacquelyn Fleming

ATTACHMENT 1  
 TRS COMPLAINT LOG  
 Prepared by SBC Arkansas Relay Service (ARS)  
 Reporting Period  
 June 1, 2001, - May 31, 2002

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1.)	10/5/01	The customer spoke to a supervisor and told her that the CA (and gave her number) was a very bad typist and should not be taking any relay calls.	10/5/01	The supervisor apologized for any inconvenience, and promised to file the complaint and speak with the CA. She also suggested there could have been static or some kind of interference on the line. The supervisor spoke with the CA. She did not recall any typing problems with any customer, and did not even remember having to repeat anything to customers.
2.)	10/16/01	The customer asked for a supervisor during the call. She had received this relay call, answering "this is ..... GA", so the CA had not given her the first time user explanation. She was upset that the CA had not explained relay to her and did not know why she had to use GA every time. She also said the CA had "raised her voice." She asked that another CA complete the call.	10/16/01	The supervisor discussed the call with the first CA. She said she did not give the explanation because the customer used "GA" when she answered the announcement of the call. She had spoken louder because the party said she could not hear her. She said the called party was trying to interrupt the calling party to get a number, but she had told her she was not able to do that since we cannot type a response until the TTY types GA. The supervisor did tell the customer she was sorry for any problems, and did grant her request to provide another CA to complete the call.

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3.)	10/24/01	The customer spoke to a supervisor and said she had tried to get in to the center, and the phone had rung for 7 minutes straight with no answer. She was trying to call a deaf friend to warn of bad weather.	10/24/01	The supervisor apologized for any trouble. She did also commit to check the equipment for any problems. She also advised the customer to hang up and redial if we do not answer in a few minutes. The supervisor did find one piece of equipment that had malfunctioned, and immediately corrected it.
4.)	11/9/01	The customer typed to the CA "Are you a nigger?" She called the supervisor to talk to the customer. Again, the customer typed " My friends don't like to call because niggers work there."	11/9/01	The supervisor advised the customer that this language was not appropriate, and if used in the future the CA could or would hang up. He typed "I will not use relay becuz there are niggers work there." The supervisor disconnected the line, but did not get the full calling number. She advised the CA to let supervisor know if any problems in the future.
5.)	11/18/01	The customer spoke with a supervisor and said he had been having trouble with getting the CA number, and was only receiving "QXWZ45"	11/18/01	The supervisor apologized for the garbling, and she did advise that the relay center message with the CA number printed automatically upon answering. She also advised that excessive background noise on the caller's end could interfere with the message. She said she would talk with the CAs on duty and also check for any equipment problems. She filed the report and investigated for problems, but found no trouble or any CA report of garbled messages.

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6.)	11/28/01	The customer spoke to a supervisor to report that a CA had been very rude and disruptive during her call. The CA had told her that she was "blasting her ears off." She did have the CA number to report, and wanted a manager to call her back about this.	11/28/01	The supervisor filed the report with the manager on the CA (customer had provided her number). The manager met with the CA to discuss the call. The CA said the VCO user was talking loudly. The manager explained that with hearing loss, a speaker is not able to monitor volume in speaking. She also suggested other ways to use headset adjustments to make the loudness acceptable. The manager did call the customer to again apologize and report the meeting with the CA to the customer. She seemed satisfied with the resolution.
7.)	12/12/01	The customer spoke to a supervisor to report that he felt the CA had disconnected him early, and he had never gotten the opportunity to make a subsequent call. He provided the CA number.	12/12/01	The supervisor did apologize for the inconvenience, and filed the report to investigate. She did talk to the CA, who said the indicator that the caller had hung up appeared on her screen, so she did not ask for a subsequent call, but proceeded to release the line.

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8.)	2/22/02	The customer called on the Customer Service Line to let us know she had tried 12 times between 4 and 5 on 2/21 and did not get answer and wanted to know why.	2/22/02	The supervisor advised the customer we would investigate the situation and have the ARS Outreach Manager contact her. Looking at the records, we had not been busy during that time period. The center's equipment maintenance contractors were called to check out any problems. No trouble was found to explain this problem.
9.)	3/8/02	The customer called on the ARS customer service line to say he was upset that the CA would not repeat the same message to every subsequent call he made.	3/8/02	The supervisor explained that it was not our policy to just repeatedly read the same message for every call. The supervisor did file this report for the center and told the customer she would make sure the management team would see it.
10.)	3/9/02	The customer advised the supervisor that she was not happy with this CA (currently on line). She had given instructions that she did not want to leave a message if an answering machine was reached. The CA had typed the answering machine message when it was reached, and she felt the CA had not handled it correctly. She also	3/9/02 3/15/02	The supervisor apologized for any problems, and did commit to file this report. The CA's manager met to discuss the call. The CA felt there was nothing wrong with the way the call had been handled since the instructions were to not leave a message, not to give no message. The manager reviewed with the CA some more appropriate customer service responses as well as discussing

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		felt the CA was very defensive and did not have the right attitude.		the correct procedure. The complaint was recorded in the CA's file.
11.)	3/15/02	The customer called on the ARS customer service line. She said that at 2 25 PM she had received a call from ARS, but 3 times it had repeated the announcement and then gone blank (disconnected). She asked that we check with a CA (gave the number) to see what was wrong with the line.	3/15/02	The supervisor immediately met with the CA to see what had happened. The CA could not remember any calls that got disconnected from the line or that any call had a problem connecting with her.
12.)	4/16/02	The customer called the ARS customer service line to say she had not been able to get in to the center for some time by dialing 711, and she asked that a manager call her back to let her know what happened.	4/16/02	The supervisor apologized for the trouble, and did file the report with the managers.
			4/17/02	A manager called the customer to report that the center had been very busy at that time. The supervisor had also found one of the PCs had malfunctioned, and corrected it immediately.
13.)	4/20/02	The customer spoke to a supervisor to report that she got a "busy" on her phone after connecting to the center and felt the CA had hung up on her (provided the number)	4/20/02	The supervisor apologized for the problem, and did promise to file the complaint.
			4/22/02	The CA's manager discussed the call with her. She said she did remember a caller who came in on ASCII, and she could not seem to





ATTACHMENT 2  
 TRS Complaint Log  
 Prepared by SBC Kansas Relay Center  
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No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1.)	6/2/01	The customer spoke to the supervisor and said the CA was not responding to him.	6/2/01	The supervisor looked at the screen, and saw that the customer was not providing a number to the CA. She informed the customer that his information was not being transmitted, and did not know why. The customer then did give a number and the CA placed the call.
2.)	6/3/01	The customer complained to a supervisor that the CA was a "rookie" and was not handling his call properly (the CA was not able to obtain the called to number from the VCO user).	6/3/01	The supervisor viewed the screen, and it seems the CA was not able to get the number from the customer verbally. Reports from several CAs during that day confirmed that the customer had new equipment, and there seemed to be a problem on all this customer's calls which could be attributed to a change in the customer's equipment.
3.)	6/4/01	The customer asked to speak to a supervisor. He complained that the CA was typing "GA" at the wrong time.	6/4/01	The supervisor talked to the customer on line. He accused her of not identifying herself, (but she had typed the information). He accused the CA of erasing typing before the supervisor was there. She tried to explain she had typed her name, and that the CA could not erase what had already been sent. He argued with her about using a phony name, and she asked if he wanted to make another call. He said "no" and hung up.

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4.)	6/12/01	The customer said a CA had been very rude to a new receptionist during training calls to the Relay Center. She did not have the CA's number, but just wanted us to know this CA left a very bad impression of the Relay.	6/12/01	The supervisor who talked to her apologized for the CA's rudeness, but since the customer was unable to give the CA number, was unable to talk to any CA about the situation.
5.)	6/28/01	The customer was upset because the CA reported that the called number rang 3 times, then disconnected. The customer felt the problem was in the relay center equipment or maybe had something to do with a 3 way calling line.	6/28/01	The supervisor talked directly to the customer, and said she would fill out a trouble ticket to report it. The customer became very irate, and cursed at the supervisor, who then disconnected. The report was given to a manager, but the problem was not within the center's equipment/network.
6.)	07/01/01	The customer was upset that the CA typed SK instead of SKSK.	07/01/01	The supervisor came on line and apologized. She did then review with the CA what this customer preferred.
7.)	7/6/01	The customer was screaming at the CA, and the supervisor came on the line to ask what was wrong. Customer said she should know if she was able to read English, but refused to elaborate on exactly why he was upset. He was using profanity, and said the CA was a liar.	07/06/01	The supervisor looked on the screen and could see that the customer had placed several calls, but none had answered. The CA had asked the customer to repeat the next number to be dialed. He then became very irate, and the CA called the supervisor over to talk to the customer. He continued to be abusive and curse, and he didn't want to place another call. When the cursing became a personal attack, the supervisor did disconnect the line.

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8.)	7/16/01	The customer called in and asked to speak to a supervisor. S/he said the male CA had no patience in making several subsequent calls, and had not responded after the 3rd call, so the customer had hung up and redialed the center to get another CA.	07/16/01	The supervisor said she was sorry, and said we would check who had handled the call and see what happened. A manager talked with the CA, but he could not recall any such problem with a customer. The manager reaffirmed that the customer can make as many calls as s/he wants. The CA said he knew that.
9.)	7/23/01	The customer was upset with the CA because she had not responded to him. He asked to speak to a supervisor. He told her the CA had not responded to him.	07/23/01	The supervisor talked to the customer and the CA. The CA had been waiting for the customer to "GA" When the supervisor explained that, the customer said he did not think he had to give a "GA" when asking the CA to redial. He became very upset and was not clear what he was saying. The supervisor did say she would write up a report, and did.
10.)	8/7/01	The customer asked to speak to a supervisor. S/he told the supervisor that a male CA had been very rude during a relay call in asking her to slow down so he could get the full message for the TTY customer. She gave the CA's number.	08/07/01	The supervisor said she would report the problem to the CA's manager. The customer said she did not believe we ever talked to CAs or did anything about complaints. The supervisor assured her it would be reported. The supervisor spoke to the CA, and he said he felt he had not been rude, but had just asked several times that the voice person speak slower to get the full message to the TTY. The supervisor had been sitting near the CA, and had not noticed that he spoke loudly or rudely, but after hanging up, she did add her comment the customer "had an attitude."

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11.)	8/10/01	The TTY customer called in and asked to speak to a supervisor. She said that the CA had typed "messy." She had spelled school (cshool). She had figured out what it meant. She gave the CA's number.	08/10/01	The CA's manager met with her to discuss the call. The CA related that the voice party talked very fast and did not cooperate when asked to slow down. She had a hard time trying to type the message and keep up with the voice party, so she did make several typos that seemed a natural occurrence because of the fast pace of talking.
12.)	8/16/01	When the CA answered, the customer typed "I'd like to leave msg relay manager. If any problem with relay operator and supervisor that they cannot do anything on the beyond of duties and that they needed to fix problem then the manager should step into immediate take measure of correction of nature of problem on complaint or issues at that time. If that cannot resolve them I will take up with SWB & KRS. In order take measure for better serving the KRS customers to meet their expectations."	08/16/01	The CA wrote up the note in the form of a complaint. The customer just typed that message, and then immediately hung up without waiting for the CA to respond.
13.)	8/20/01	The customer asked for a supervisor. S/he asked if the previous CA (gave the number) was new. During the call, the customer had waited a very long time for the CA to respond, got nothing, so hung up and called back in to the center.	8/20/01	The supervisor apologized for any inconvenience. She informed the customer that we had no reports of any equipment problems, but would report it to the manager. During the manager's meeting with the CA, she could not recall what had happened or remember the call at all.

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14.)	8/24/01	The customer asked to speak to a supervisor and complained that the CA had typed "GA" again instead of "are you there" when he did not respond.	8/24/01	The supervisor looked at the screen, and talked with the CA. It seemed the voice person had hung up prematurely because s/he wasn't familiar with relay, and the TTY/VCO customer did not know what was going on. He then hung up too.
15.)	9/17/01	The customer demanded to speak to a supervisor. He was very angry, demanded that he get a copy of exactly what the supervisor duties were by certified mail before Oct 2nd or he would sue SWBell. He demanded that the letter be signed by the center's area manager. He accused one of the supervisors of giving false information since he was a VCO customer and there was no printed record of what he had said. He then made threats, and said he wished (and named one of the supervisors by name) had been in the World Trade Center when 9/11 happened.	09/17/01 and 9/18/01	When the report was received by the area manager, he called the SBC security office. They called the Wichita police, who visited his home to let him know that such threats of physical violence were unacceptable, and he would be in violation of civil law if he did not cease such threatening behavior.

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16.)	9/21/01	The customer said a CA made remarks to him such as "I know you hate us all at the relay and wish we were killed." He said he wants to clarify that he has never threatened to kill anybody at relay or anywhere else. He thinks a specific supervisor does what ever she wants to customers and if she had been at the WTC (9/11) would know the truth on judgement day.	9/21/01	The supervisor did apologize that a CA would make inappropriate comments to him. She did say it would be reported along with his clarification of what he said last week concerning the World Trade Center. The CA's manager was unable to talk with her because the incident occurred on her last day of work before retirement.
17.)	9/23/01	The customer asked to speak to a supervisor. He claimed that the CA had hung upon him. and he gave the CA's number. He said he thinks this CA just doesn't want to handle his calls.	9/23/01	The supervisor apologized to the customer for any inconvenience. She did commit to completing a complaint report. She did notice that the CA's number was the same as the report she had just had regarding the fact that a call from this customer had rung in on the voice line first, and when she finally got to the TTY greeting, the customer was not on the line.
18.)	9/25/01	The customer called back in to the center and asked to speak to a supervisor. She got on line and asked if she could help? The customer complained that a previous CA was a "messy typer" and she had a hard time figuring out what the message really said.	9/25/01 and 09/28/01	The supervisor apologized for any trouble the customer had experienced. She said she would tell the current CA to make sure the typing was accurate. The CA's manager discussed this call with her but she could not remember the call or the situation.

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19.)	9/25/01	The customer asked for a supervisor. He said he was having trouble accessing the relay via either 711 or the 800 number. He also wanted us to know that this CA had advised him that 711 was only for voice customers to use. He did say this was not a call complaining about the CAs, he thought CAs "were doing a great job." The supervisor told him we had been very busy, but would check to make sure there was no equipment trouble.	9/25/01	The supervisor did apologize for any trouble the customer was having. She did advise the CA that 711 was for both voice and TTY. She also reported the situation to the equipment manager who did investigate and do test calls into the center, but found nothing wrong with any of the center's equipment.
20.)	10/2/01	The customer asked for a supervisor, and said he felt this CA needed to know how to handle recorded messages and answering machines correctly.	10/2/01	The supervisor apologized for any trouble the customer had. She wrote up a complaint, and passed it on to the CA's manager. The manager met with the CA to discuss the situation and make sure she was aware of the correct procedures.
21.)	10/4/01	The customer wanted to use Council Groves Long Distance Co., but could not provide the access code, and the KRC did not have it on file.	10/4/01	The supervisor asked if it could be CGI, but the customer said no. The supervisor advised that she would need to call her company's business office. She said she would try to get it from someone since the office was currently closed.

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22.)	10/5/01	The customer asked to speak to a supervisor. She said she had tried to use Council Grove for her Long Distance carrier, but we had been unable to place the call. She asked what would happen if the call had been an emergency? By law we should not decline a call if it was an emergency. She also felt she would contact the state's Attorney General's office.	10/5/01	The supervisor advised her again that her preferred carrier would have to provide us the access code before we could use it. The supervisor told her she only had to call her business office, and they would readily provide it. She also advised the customer that our emergency procedures do allow us to place the call and take care of billing issues at a later time. The customer asked if she could use her cell phone through the center, and the supervisor told her we could place calls via cell phones.
23.)	10/5/01	The customer asked to speak to a supervisor. He advised the supervisor that this CA (and gave the number) had been rude to him when he had been giving pre-call instructions. She had said "you do not need to explain to me, it is my responsibility to know my job"	10/5/01	The supervisor apologized for the trouble, and filed it as a complaint. The CA's manager discussed this situation with the CA. She did say she was just trying to be helpful and polite, but should have let the customer keep complete control of the call without any comments.



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24.)	10/5/01	The customer demanded to speak to a supervisor or she would call the area manager at home. She had not been notified during her 2 hour call that other CA's had taken over the call. Her call was of a sensitive nature, and the 3rd CA was a male. She only knew it because the called voice party mentioned it to her.	10/5/01	The supervisor apologized for any misunderstanding, and said she would file the complaint as well as check with the CAs involved to see what had happened. The two CAs were interviewed by a manager. They said they had informed the voice party, but had overlooked informing the TTY caller of the change. The manager reviewed the changing CA policy to make sure both were familiar with the procedure that says both parties must be notified of the CA change.
25.)	10/11/01	The customer said he got a call earlier in the evening from Missouri Relay that a co-worker took. They did not leave a call back number and he wanted to find out who called.	10/11/01	The supervisor explained that we were only for Kansas or Arkansas customers, and had nothing to do with the MO Relay. She did also explain that records of calls were not kept for confidentiality reasons, so there would be no way to give him the number of who had called through the relay. The supervisor suggested he contact MO Relay. He called in later to say that the Missouri Relay would not give him any information on who had called him. The supervisor offered to give him the number for annoying/anonymous calls office, but he said "I will discuss with my company administration and I hope they can find his authorized order Thank you GA SK" and hung up.

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26.)	11/7/01	The customer spoke to the supervisor to report a CA had hung up on him (and gave the number). He said he had given the CA another number to call, and she had never responded.	11/7/01	The supervisor apologized and agreed to speak to the CA to see what had happened. She did talk to the CA who explained that she had equipment trouble with her PC locking up so she was unable to talk to the customer. By the time the problem cleared up, the customer had disconnected. The supervisor encouraged the CA to let them know when such problems occurred.
27.)	11/13/01	The customer asked to speak to a supervisor to report that he was unsatisfied with the CA (gave the number) because she was rude, as well as a terrible typist. He was not able to read the message very well on his Braille laptop. He said the CA did not seem to want to accept his comments, and had been very rude and unprofessional in her reply.	11/13/01	The supervisor did apologize for any problems he was having on his call. She did commit to file this complaint and check out what had happened with the CA. She looked at the screen and could not see that the CA had tried to interrupt him, and the misspellings were minimal with just a few transposed letters in a couple of words. This CA did do some backspacing that may have been confusing on the Braille device. The CA was advised to try to make more of an effort to type correctly for this customer.

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28.)	12/15/01	The customer spoke with a supervisor and demanded that KRC stop using "GA to SK" or he will file a law suit against us. He will also file complaints with the FCC, KCC, Americans Disabilities Association, and any other entity he could think of because it was to be used only in TTY to TTY calls. He contended that no one speaks "GA to SK" so it is illegal for us to type it.	12/15/01	The supervisor explained that it was the center's policy to use it on all relay calls in order to signify the end of conversation. It is commonly used by all who use a TTY or communicate with TTY users. She further explained that it was a policy for all relay calls, and we would not be able to suspend using it.
29.)	1/12/02	The customer was very upset that the CA had typed "sounds young" to identify the called party. He was very irate and used foul language and threatened the supervisor that she would no longer have a job as he would close down the center or see that we lost our contract.	1/12/02	The supervisor explained that the CA could not fully determine if the caller was male or female. She said she would advise operator next time to type "not sure if male or female" and then continue with conversation. Customer kept screaming, escalating the menacing tone of his demands. Customer said "get off of it or he would get me off of it as he had been invited to Topeka." She then responded to him "be advised that I take your tone and words as threatening and will report it as such" and then disconnected.

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30.)	1/14/02	The customer spoke to a supervisor and asked what legal right we had to use the phrase "sounds young?" The customer said he would be in touch with the KS Commission to order us to stop using this phrase.	1/14/02	The supervisor explained this phrase was used often when the CA could not determine if the caller was male or female and did have a high pitched voice. It was a decision that had been adopted as a policy and had never been a problem in the past.
31.)	2/8/02	The customer asked to speak to a supervisor. She said the CA (gave her number) was an airhead because she had not followed directions. She just wanted the CA to continue to dial until the call connected.	2/8/02	The supervisor apologized for any confusion or trouble she had experienced. The supervisor did suggest putting the special dialing directions in the customer's profile. The customer agreed that was a good idea. The CA said she was just confused by the customer's directions. The profile now reflects more clearly what she wants.
32.)	2/26/02	The customer asked to speak to a supervisor. She reported that she did not think the CA had left the message on her daughter's answering machine. She did not know what was wrong with the CA, but seemed she was tired or sleepy?	2/26/02	The supervisor apologized for any misunderstanding, and it was hard to communicate with the customer because she would hit TTY keys in the middle of the supervisor's typing. But the supervisor did commit to filing the complaint and checking with the CA to see what the problem was. The CA reported that when the TTY customer would "GA" and the CA would begin typing, the TTY party would again try to type, so the message was garbled. She did feel she had done the best she could in that situation.

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33.)	2/27/02	The customer called to report to a supervisor that she had placed a call through relay to to Dillons, a local grocery store. She thought someone there had called her "dumb", but when she went to the store, the person there told her that the CA had called her "dumb."	2/27/02	The supervisor did apologize and promise the customer she would file it as a complaint. However, the customer did not have the CA's number, so there was no way to investigate the situation with any particular CA.
34.)	3/2/02	The customer spoke with a supervisor to say that a CA (he gave the number) had hung up on him 3 times.	3/2/02	The supervisor said she would file the report and investigate with the CA. She discussed the situation with the CA, and the CA said the party had come in to the center on ASCII, and she was never able to connect with him as he would disconnect before the equipment cycled to answer TTY/VCO.
35.)	3/7/02	A voice customer called to speak to a supervisor. She said she had a very rude CA, and gave that number. She said the CA was not cooperative to give her number, and had spoken very rudely and unprofessionally to her during her recent relay call.	3/7/02	The supervisor apologized to the customer and did file this report. The manager checked the files, and the CA with that number or any similar number was not on duty at the time the call was placed. There was no way to determine which CA handled this call.

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36.)	3/11/02	The customer requested to speak to a supervisor. She reported that she was not satisfied with this CA's typing as the mistakes made it hard to understand her called party.	3/11/02	The supervisor did apologize for any inconvenience, and committed to file the complaint. She did also look at the typed conversation, and noticed only a few errors. She did not see at any time that the CA had to repeat the typed message. She did advise the CA to try to make sure her typing/message was clear for her customers.
			3/12/02	The CA's manager discussed the call with her. She said it was a difficult call because of the context but the customer had never asked her to repeat or said she did not understand.
37.)	3/27/02	The customer asked for a supervisor and reported that when he was trying to give another number to dial, the CA had hung up on him.	3/27/02	The supervisor apologized for any trouble this may have caused the customer. She did file the report with the CA's number.
			3/28/02	The CA's manager discussed the call with her. She said she had disconnected because she thought the VCO customer had said "bye."
38.)	4/5/02	The customer complained to a supervisor that the CA had asked the voice to slow down several times and got very rude with him. The customer asked the CA to change to another CA, and she hung up on him.	4/5/02	The supervisor told the customer she was very sorry this had happened and that we would take care of it and pass it on to a manager.
			4/8/02	The CA's manager discussed the call, and she admitted she did hang up on the customer when he asked for another CA. The manager reviewed how the CA should have handled the request.

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39.)	4/4/02	The customer called directly to one of the center's managers to file a complaint about a relay call she had just completed. She did not get the CA number, but had the to and from number. She said the CA refused to give her name or number, and that the CA would not repeat the TTY's message to her (it was a little confusing).	4/4/02	The manager checked the billing records to obtain the CA's number. She did meet with the CA to see what had happened. Her account of the incident was that the voice party had asked her to repeat information that was not on her screen, and that the TTY (who had initiated the call) had typed a very long message, then hung up. She also did refuse to give her name, but admitted she should have provided her number. She hung up the line to the voice customer because the TTY party had disconnected. The manager reviewed more appropriate customer service methods for future use. The manager called the voice party to let her know what she had found out.
40.)	4/9/02	The customer called and spoke with a supervisor to report that the CA (gave the number) had not asked for another call or said "SKSK", just hung up.	4/9/02	The supervisor said she was sorry and would check with the CA to see what happened. The CA did say she had accidentally hit the wrong key and disconnected the line.
41.)	4/11/02	The customer requested to speak to a supervisor. She said she wanted to file a complaint against our policy that would allow the CA to announce herself as a "SW Bell operator."	4/11/02 4/12/02	The supervisor assured the party that the report would be filed, and turned it over to a manager. A manager called the customer to discuss the call. She had a note from the CA that the called party was unfamiliar with relay, and had hung up. On the subsequent contact, she did use that verbiage to try to keep the called party on line. The customer was still not happy with this explanation, and said she would be contacting KRSI and the KCC.

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42.)	4/16/02	The customer called to report that a CA (gave the number) had typed "recording" when the reached number was actually an answering machine. The CA had done this 2 times.	4/16/02	The supervisor apologized for any inconvenience. The supervisor did have a note from the CA that said she knew the customer was upset, but could not determine if it was a recording or answering machine at first.
43.)	4/16/02	The customer sent an email to a manager saying she had trouble accessing the center both via 800 and 711.	4/16/02	The manager did some test calls and checked the equipment. Everything was working properly. He did call to the customer and advise her of the findings. He also suggested when dialing, she use the phone/handset, not the TTY to dial the number. She later reported that everything was fine.
44.)	4/19/02	The customer spoke to a supervisor and complained that a CA (gave the number) had not dial it correctly.	4/19/02	The supervisor apologized for any inconvenience. She did talk to the CA, and she said she had dialed the number he gave, then later he changed the number and said she had dialed incorrectly. The two numbers were very different, and she was sure she had dialed the one he gave.
45.)	4/30/02	The customer filed a complaint with a supervisor that the CA had typed a recorded message and asked him to hold. His profile directs the CA not to type any recording, and felt he was forced to hold instead of being given an option.	4/30/02	The supervisor apologized for any inconvenience. She did check the profile, and it did say to type no recorded messages. She talked with the CA, who said this recording only gave the option to hold, nothing else, so she felt she had to give the customer that information.



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46.)	4/30/02	The customer asked to speak to a supervisor. He reported that a CA had ignored his request to dial a second number and hung up on him.	4/30/02	The supervisor said she was sorry for any trouble. She did file the complaint.
			5/1/02	The CA's manager discussed the situation, but the CA couldn't remember hanging up on anyone.
47.)	05/06/02	The customer wanted to report that she did not like the new procedure for handling recordings. She understood it does save time, but feels "smart folks will let the CA know what s/he needs."	05/06/02	The supervisor explained it was a new procedure agreed upon in the new KS contract, and will pass the word on to KRSI. The issue was discussed at the KRSI Advisory Council meeting, but consumers had no real suggestions. KRC staff will make some minor adjustments to make it easier.
48.)	05/06/02	The customer reported that his phone had rung 3 times, and he thought it was the KRC making test calls.	05/06/02	The supervisor advised the customer to call repair because the KRC had not made the calls to his number. He said he would call repair to check his line.
49.)	5/9/02	The customer said the CA had not read his profile, so he was given background information. His profile did say he preferred to have NO background information typed to him.	05/09/02	The supervisor could not talk to the CA because the customer chose not to give the CA's number so she had no way to advise the CA to make sure to check the profile since there was no way to identify the specific CA. The supervisor did talk with the customer for 1/2 an hour and listen to his concern.

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50.)	5/18/02	The customer complained to a supervisor that the CA did not "speak his words" to the voice customer.	05/19/02	The CA was interviewed by her manager, and she said the customer had asked for a specific person. When the CA asked for that person by name, the voice person who answered just said that person was not there, and immediately hung up. The CA reported this to the customer and offered to redial, but he chose not to redial.
51.)	5/20/02	The customer filed a complaint that the center was not always able to access his voice mail.	05/21/02	A manager called the customer's voice mail system and explained the problem. She was advised that the customer code needed to be entered even if the recorded message did not ask for it. The manager added a note in the customer's profile, so all future operators who serve him will know how the system works.
52.)	5/23/02	The customer reported to a supervisor that a CA had hung up on him (he gave the CA's number).	06/03/02	A KRC manager discussed this with the CA and checked the billing file. The CA had gotten no response from the customer for 2 minutes, so she did disconnect the line. The manager did then discuss the proper length of time to wait for customers, and how to let the customer know the line is being disconnected.
53.)	5/30/02	The customer filed a complaint that a CA had hung up on him. He gave the CA's number.	06/03/02	A manager did interview the CA named, and he said the customer was using obscenities, so he disconnected (as KRSI contract permits).

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No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1	6/4/01	Customer was upset with Rep for not speaking louder. Asked Rep to repeat what caller said. Rep refused to do so. Asked customer to ask caller to repeat what was being said. Customer felt rep was being rude.	6/4/01	Expressed regret to customer. Explained the Rep did follow procedure by staying in "role".
2	6/14/01	Customer wanted the Rep not to reveal that his was a relay call. Also stated that the Rep should tell the hearing customer to speak directly to him.	6/14/01	Apologized to the customer and explained the Rep followed procedure by staying in "role". Also explained that, in calls where the customer does not want the Relay announced, it is the customer's responsibility to ask the 'called' person to speak directly to him.
3	7/25/01	Customer states that Rep did not type out exact message from recording machine. States Rep made it up.	7/25/01	Expressed regret to the customer. The Rep was covered on complaint and procedures were also reviewed.
4	7/30/01	Customer asked that the full message from the called number's answering machine be fully typed out.	7/29/01	Apologized to customer. Reps were reviewed on the policy of typing out the full message from an answering machine.
5	9/4/01	Customer filed an informal complaint with the FCC stating that the MRC Reps are rude to her and "make trouble" for her during call handling.	10/31/01	MRC Manager contacted the customer as part of the FCC resolution process. Manager apologized to the customer for any inconveniences. The Manager asked the customer to contact the MRC if she has any future concerns. Customer said she will only speak to the FCC and did not want to speak to the MRC Manager about her complaints. Customer did not seem satisfied at the end of the contact.
6	9/5/01	Customer wanted to check with Rep to see if right number was dialed. Rep asked customer if she was trying to tell Rep how to do her job. Customer felt Rep was rude and discourteous.	9/5/01	Expressed regret to the customer. The Rep in question was covered on this and reviewed on courteous call-handling procedures.

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7	11/19/01	Customer states that Rep hung up on her after refusing to redial a number at her request	11/19/01	Apologized to the customer. The Rep was reviewed on the proper procedure of redialing numbers at the customer's request.
8	12/10/01	Customer states that Rep did not cooperate with her and hung up on her. Rep also interrupted her.	12/10/01	Expressed regret to the customer. The Rep was covered on the complaint and proper TTY/Relay etiquette was reviewed.
9	1/19/02	Customer asked Rep if he was talking to fast. Rep stated she was not part of the call and said she thought he was familiar with the relay service. At the end of the call, Rep just cut off the call and left customer hanging.	1/19/02	Expressed regret to the customer and the complaint was posted for all Reps to review the proper procedures.
10	2/4/02	Customer stated it was a "nuisance" having to be asked on every call, "What number are you calling from?"	2/4/02	Apologized to the customer. Explained that we were experiencing Automatic Number Identification (ANI) equipment problems at the present time and that we were sensitive to her complaint.
11	2/6/02	TTY customer stated the Rep did not explain the relay procedure to person he was calling. Conversation was lost.	2/6/02	Sent "Thank You" card to customer for bringing his complaint to our attention. The Rep in question was reviewed on the complaint as well as the proper procedure for explaining relay calls to customers.
12	2/19/02	Customer states Rep does not give her the opportunity to place another call. Customer feels Rep is rude.	2/19/02	Expressed regret to the customer. The Rep was covered on the complaint and the proper procedure of call-handling was reviewed. Also, explained to the customer that we have been experiencing trouble with ANI equipment.
13	2/21/02	Customer complained that the MRC was billing the wrong Long Distance company for her calls.	2/21/02	Reviewed the customer's profile in our system and found her change in carrier choice had not been updated yet. Changed our records to reflect the customer's preferred long distance carrier.

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14	2/21/02	Customer is a Voice Carry Over (VCO) user. States he gets inconsistent directions in retrieving his messages from answering machine. Wants to have the Rep retrieve his messages.	2/21/02	Apologized to the customer. The complaint was posted and reviewed to maintain consistent explanation in how to handle answering machine message retrieval.
15	2/23/02	Customer stated that Rep missed her typing when she asked the Rep to hold because she wanted to make another call. Customer said the Rep disconnected her.	2/23/02	Apologized to the customer. Explained the Rep may have had some equipment problems since the MRC was having ANI equipment failures during this time period.
16	2/25/02	TTY customer said he called Relay and provided the number he wanted to dial and the Rep hung up on him for no reason.	2/25/02	Apologized to the customer. Explained the Rep may have had some equipment problems since the MRC was having ANI equipment failures during this time period.
17	3/24/02	Customer said that Rep hung up on her during the middle of the conversation and the customer wanted to make an additional call.	3/24/02	Apologized to the customer. The Rep in question was covered on the proper procedure and the complaint was reviewed.
18	4/18/02	Customer filed an informal complaint with the FCC stating that the MRC Reps are rude to her and "make trouble" for her during call handling. Complaint referred to MPSC by the FCC for further investigation and resolution.	5/16/02	MRC Area Manager contacted the customer as part of the FCC resolution process. The Manager invited the customer to the MRC so all concerns could be discussed face-to-face. The customer refused to meet with the Manager and stated she will continue to file all of her complaints with the FCC. The MRC Manager apologized to the customer, however, the customer did not seem satisfied at the end of the contact. MPSC Staff made customer contact, investigated, and found no merit in the alleged complaint. Summary letter sent from MPSC to FCC. FCC responded back to the MPSC thanking them on how the matter was handled. FCC noted this informal complaint was closed at the FCC.
19	4/21/02	Customer states that Rep hung up before she could request another call.	4/21/02	Expressed regret to the customer. The complaint and proper procedures were reviewed with the Rep involved.
20	5/9/02	Customer states he was not informed that the 'called'	5/9/02	Expressed regret to the customer. Explained that the Rep did follow

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		person had hung up on him.		proper procedure by "staying in role". When the customer that initiated the call disconnects, it is procedure for the Rep to disconnect without notice to the 'called' party.